

Information Technology Board Meeting

Tuesday, January 28, 2003

Room 260 City/County Building

9:30 AM

1. Minutes

- Approval of the October 22, 2002 meeting minutes (Exhibit A)

2. Action Items

- Resolution 03-01 Web Linking Statement (Exhibit B)
- Resolution 03-02 Terms of Use Statement (Exhibit C)

3. Status Updates

- Amendment 59 Six Month Status Update
- Voting Machine Contract Update
- Sonet Ring Update
- CIO Report (Exhibit D)
- ACS Report (Exhibit E)

4. New Business

- Other new business
- Next scheduled meeting February 25, 2003 **room 260**

5. Adjourn

Attachment: Approved Contracts Under \$100,000

EXHIBIT A - MINUTES

INFORMATION TECHNOLOGY BOARD

MEETING DATE: October 22, 2002

MEETING LOCATION: Room 260, City-County Building

MEMBERS PRESENT: Paul Ricketts, Marty Womacks, Kathy Davis, Dr. Georgia Miller, Sarah Taylor, Bill Matthews, Robert Turner, and Mike Hinline

STAFF PRESENT: Carolyn Schausten, Nadeen Biddinger, Diana Turner, Beverly Dillon-Macy, Bruce Turner, Dan Pavey, Dave Mockert, Jennifer Ruby, Sandeep Barre, Jim Stout, Rick Petrecca, Dave Surina, Mark Nieman, Ahmed Soliman-ISA; Lee Curtis, John Nero, Ron Van Leer, Linda Kelsey, Joe Lex, Jim Effinger, Jerica Hall, Alberta Frees, Jill Snodgrass, Jill Weirick, Jim Nelson-ACS; Joe Finch-IPD

VISITORS: Kathleen Cain-SchlumbergerSema; Sam Lestourgeon-IBM; Rick Hammond, Jeremy Jobe-Woolpert; Bridget Starr-Plangraphics; Tom Clark-Van Ausdall & Farrar

Mr. Ricketts called the meeting to order at 9:40 AM.

IT Projects

Resolution 02-17: GIS Vendor Award

Mr. Hinline gave the Board a brief synopsis of the events leading up to the vendor award.

Mr. Mockert presented a slide show highlighting the activities following the RFQ. Fifteen vendors submitted qualifications, nine met the minimum criteria and five were selected to give presentations. Following the presentations the scores for each vendor were weighted. Two vendors received significant scores, meriting site visits by the selection team.

The selection team recommended awarding the GIS service contract to Woolpert LLP for a two year term with options for two one year extensions.

Mr. Ricketts stated he felt GIS had found the best of breed for the contract and complimented the GIS selection team on a job well done.

Mr. Matthews inquired how the success of the contract would be measured. Mr. Mockert stated success is measured through its users.

Ms. Davis asked if it was possible to incorporate specific business objectives into the two-year contract to allow GIS to become successful in other key customer areas. Mr. Mockert stated GIS establishes specific goals to achieve each year and strives to make GIS better and more efficient for its users.

Ms. Davis motioned to approve Resolution 02-16, Ms. Taylor seconded and the motion passed unanimously.

Minutes

Ms. Taylor asked for more information to be given regarding the sentence “This did affect the City/County’s contract and is working well” found in paragraph three on page three. Mr. Hineline stated the sentence was intended for informational purposes only and recommended striking it.

Ms. Davis motioned to strike the last sentence of paragraph 3 on page 3, Ms. Taylor seconded and the motion passed unanimously.

Ms. Taylor motioned to approve the September 17, 2002 minutes as amended, Ms. Womacks seconded and the motion passed unanimously.

IT Projects

Resolution 02-17: Recognition of service-Lee Curtis

Mr. Ricketts read aloud the resolution recognizing Lee Curtis’ service to the City/County as the ACS Account Executive.

The Board members congratulated and thanked Mr. Curtis for his excellent and reliable service.

Mr. Curtis stated three years ago, he came on board to make a difference. He believed that in the last three years, the City/County and ACS have made a difference. He has enjoyed working in Indianapolis and with the staff, and although it was a hard decision to make, he is excited to be able to be home with his family every night.

Mr. Curtis introduced John Nero who is the nominee for his position. Mr. Curtis believes the City/County is in good hands with Mr. Nero and the rest of the ACS staff. He wished the City/County well and thanked everyone for their help throughout the last three years.

Status Reports

CIO Report

ISA is working towards moving the staff located at the 148 E. Market site to the City/County Building.

Mr. Hineline stated a recommendation was made at the Enhanced Access Board meeting to extend the CivicNet contract. The majority of the transactions through CivicNet are for Court records, which raised some concerns. The State Supreme Court is currently developing a Court Management System that may result in significant changes in the funding of the CivicNet contract. The Enhanced Access Board's recommendation was to continue the contract, with the option to reopen it if significant changes occur.

ACS Report

Mr. Curtis reported on the IBM Mainframe. ACS is monitoring the system and the equipment is working within normal parameters.

Mr. Curtis highlighted items that were discussed at the Web Retreat.

Mr. Nero commented on the panel brought in to discuss their experiences with Enterprise Resource Planning. The breadth of the team represented various sizes and variances of implementations as well as radically different experiences. Those in attendance had an opportunity to gain a better understanding of the implementation process. Future meetings will be held to discuss and define the needs of the City/County.

New Business

Tornado Update

Mr. Mockert presented a slide show depicting GIS' involvement and effort with the Tornado recovery. Mr. Mockert stated he has been asked by URISA to present his material at the conference in Chicago the last week of October. FEMA also commended GIS for their involvement and accuracy of data, which helped immensely in the tornado efforts. The use of GIS technology was so impressive, FEMA inquired if there was any other places that utilize the technology because they had never received that type of information from anywhere else in the country.

To be more efficient and effective in the future, Mr. Mockert stated he would like to have a centralized point of contact, real-time data using wireless networking and post tornado aerial photography.

Next meeting

The next meeting is scheduled for November 19, 2002 in room 260.

Adjourn

Mr. Ricketts adjourned the meeting at 11:10 AM.

Respectfully submitted,

Carolyn Schausten

**EXHIBIT B – RESOLUTION #03-01
INFORMATION TECHNOLOGY BOARD**

**Board Resolution to Adopt a Web Linking Policy for the
City of Indianapolis and Marion County, Indiana.**

WHEREAS, the Information Technology Board supports the open flow of information over the Internet, and wants to preserve the integrity and World Class recognition currently attributed to the IndyGov.org web site.

WHEREAS, a common practice is to publish a Web Linking Policy to explain permissible linking to and links from the web site.

WHEREAS, the Information Technology Team reviewed the Web Linking Policy in November, 2002, and recommends approval.

NOW, THEREFORE BE IT RESOLVED, that the Information Technology Board adopts the Web Linking Statement developed by the Information Services Agency as a policy document and directs that it be published on the IndyGov.org web site.

Paul Ricketts, Chairman
Information Technology Board

Martha Womacks, Secretary
Information Technology Board

January 28, 2003

**EXHIBIT C – RESOLUTION #03-02
INFORMATION TECHNOLOGY BOARD**

**Board Resolution to Adopt a Term of Use Policy for the
City of Indianapolis and Marion County, Indiana.**

WHEREAS, the Information Technology Board supports the open flow of information over the Internet, and wants to preserve the integrity and World Class recognition currently attributed to the IndyGov.org web site.

WHEREAS, a common practice is to publish a Term of Use Policy for a web site, to preserve the integrity of the site, and to establish guidelines for permissible use. The policy puts users and abusers on notice of acceptable and unacceptable practices, aids in protecting the City and County from liability, and provides guidelines for prosecution of users abusing their rights or infringing on our copyrights and other proprietary notices within the site.

WHEREAS, the Information Technology Team reviewed the Term of Use Policy at the November meeting and recommends approval.

NOW, THEREFORE BE IT RESOLVED, that the Information Technology Board adopts the Terms of Use Policy developed by the Information Services Agency as a policy document and directs that it be published on the IndyGov.org web site.

Paul Ricketts, Chairman
Information Technology Board

Martha Womacks, Secretary
Information Technology Board

January 28, 2003

EXHIBIT D – CIO Report

October, November, and December 2002

Project Highlights

- Several members of ISA attended the Gartner Symposium and learned about key trends in many areas including sourcing, strategic planning, wireless, applications development, business continuity and other key areas.
- An effort was started to create a vision group regarding an ERP solution for the City and County to replace our aging financial systems. A panel discussion was put together with people from Indianapolis, Texas and California who have been through such a project. Their “war stories” gave us a good idea of what to expect, both from the project but also from the people, timeline and cost perspectives. Over 30 city and county financial and technical staff listened to their experiences firsthand.
- Assisted the Mayor’s Office and DMD in the release of an RFP for a Consultant to assist in performing a needs analysis and next steps for a potential CRM system for the city through the Mayor’s Action Center. RFP was due on December 7, 2002. Nine submittals were received and reviewed. The review team narrowed the field to five companies to make presentations in January.
- Assisted the Fire Department in implementing a wireless connection to their Headquarters on New Jersey Street.
- Dell is continuing to enhance and add offerings in the Employee Purchase Program and upgrade the standard machines at no additional cost.

Planning Division Highlights

- Jennifer Ruby accompanied the Mayor’s Office to Baltimore and Washington, D.C. to learn more about CRM solutions for the MAC. The knowledge they acquired has resulted in an RFP being released to find the right solution.
- We are pleased to announce that Jennifer Ruby received her license to practice law in Indiana, which is in addition to her New Mexico license. Her legal background assists us in many areas such as crafting policies and procedures that meet appropriate legal requirements.

- ❑ Jennifer Ruby attended an Internet Law course and has presented some ideas to the CIO on an e-mail use and retention policy.
- ❑ Jennifer Ruby and Ahmed Soliman worked on the Terms of Use and Web Linking Policies that were approved by the IT Team on December 2 and are presented to the IT Board for approval. These will assist IndyGov.org in maintaining its status as a World Class Web Site.
- ❑ Jennifer Ruby and Dave Mockert worked with Woolpert on the final details of the GIS contract. This will be our first contract to incorporate an ADA clause consistent with the federal government's movement with Section 508. The contract is now signed and in force.
- ❑ A new Senior Planner has accepted the vacant position and will be joining the office February 1st.
- ❑ ISA is gearing up to review new opportunities in web streaming for the Cable Agency. The hope is to get enterprise support for the project to include in the 2004 budget.
- ❑ Bruce Turner assisted the Fire Department in preparing an RFP for defibrillators for their EMT's.
- ❑ Assisted the City-County Council in preparing an RFP for a bill tracking system for the staff and Councilors use. The RFP will be released sometime in late January.

Telecommunications Division Highlights

- ❖ Worked on the Department of Metropolitan Development move to the Gold Building.
- ❖ Working on plans for the new Alternative Processing Center with Crowe-Chisek as project manager
- ❖ Working on plans for the Prosecutor move to Ohio Street from the City-County Building, 129 East Market, and 231 E. McCrear Street.
- ❖ Other projects include: Washington Park, Definity upgrade to Multivantage Platform, Pay Phone Installations, and Power Failure Lines.
- ❖ Completed contract negotiations for the maintenance vendors, and working on an upgrade for the 8700 equipment.
- ❖ Also working on change of remote site hardware to G700 equipment, billing index changes for City agencies, a new telephone system for the old library

building in Broad Ripple, pay phone changes, and fax server and Qwest billing changes to the billing system.

Administrative Division Highlights

- Through careful fiscal management, ISA was able to keep within the budgeted funds for 2002 without any additional appropriation requirements. This is despite unexpected expenses, moves, etc. by departments who did not identify these specific needs when the budget was originally approved.
- Continue to work with ACS to refine audit procedures for Amendment 59 SLA's.
- ISA has continued to work on receivable balances from customers. Significant progress has been made this year.

Internet Division Highlights

- ❑ Implemented the Web Events Calendar for the Mayor's Office
- ❑ Developed a "Putting Education First Web Site" for the Department of Administration.
- ❑ Developed an interface to allow city managers to construct a performance appraisal form online
- ❑ Nearing completion of a Charter School information portal to help families to choose a school based on selection criteria.
- ❑ Nearing completion of a new web site for Barrett Law.
- ❑ Prepared an RFP for the Parks Web Redesign. Completed vendor evaluation, scope of services for the contract, and prototype for the customized search functions.
- ❑ Began a project with the Controller's Office to develop a number of web tools to support the purchasing staff and automate daily tasks.
- ❑ Continue to work on implementation of the Content Management server to include conducting a three-day workshop with the consultants to develop the implementation plan.
- ❑ Coordinated with many of the newly elected officials to update pertinent information on their websites to reflect the new information by the time they took office on January 1.

GIS Division Highlights

- ✓ After approval by the IT Board in October, efforts began to put a contract in place with Woolpert LLP for the GIS Services. Dave Mockert spent time working on final items for the Woolpert contract with Jennifer Ruby and the vendor and the document has been signed with the vendor now on site.
- ✓ During October, GIS made a major change in server hardware for running both ArcSDE and ArcIMS. This will increase the capacity of the GIS to accommodate the new color aerial photography and improve the speed of data delivery to users, especially internet and intranet users.
- ✓ Created a new version of the Polling Place Locator – now called the Personalized Voter Information Guide. During this election, there were 20,000 user sessions from Saturday through Tuesday.
- ✓ Dave Mockert, Mark Bradley and Jim Stout represented GIS and IMAGIS at the URISA Conference in Chicago. Dave gave a presentation on the GIS involvement in the September 20th storm recovery effort.
- ✓ Implemented the 2002 color aerial orthophotography on the City/County server. This is available to the townships on a CD and for the county on a DVD.
- ✓ Developed and published a RFI to vendors for using Light Detection and Ranging (LIDAR) to update the landbase Digital Terrain Model (DTM) and provide new 2-foot contour data. Received 10 responses
- ✓ There was a GIS Day in November in the City/County Building observatory where new services and information was highlighted to all building agencies. GIS staff presented a program to approximately 300 Eighth Graders at Shortridge Middle School.
- ✓ GIS staff has been conducting educational programs to various groups at Holliday Park.

CIO Comments

IT Board Members,

As you can see from the previous reports, we have had a busy and productive final quarter of 2002. It is fascinating how fast these years go by! I would like to take this opportunity to highlight just a few of our successes this year.

On the financial front, I am pleased to report that ISA was able to accomplish our goal to not go back to the Council for a 4th quarter appropriation this year. With your support, we established the 2002 ISA budget at a level we felt represented the expected technology spending for the city/county. Also, ISA has worked on cleaning up outstanding receivables from our customers that had built up over the years. Our year-end close went very well this year. Our workings with the departments and agencies went well for final purchases. The continued cooperation between the Auditor, Controller and ISA financial staffs becomes very apparent to me as I see these stress filled activities moving smoothly to completion. I thank Diana Turner, her staff, and Doug Patten and his group from ACS for all their efforts to make these processes move cleanly for our customers. We developed and implemented standard master lease agreements for customers to use for acquiring technology, if desired.

We developed a new business model for leading and supporting our GIS efforts this year. We have put that new model into place by successfully transitioning from a long term sourcing contract to a mixed model of internal staff and outside resources. That new contract was bid, reviewed, awarded and signed on schedule and we are utilizing these new services.

We have seen significant efforts come out of our Internet area with many new and updated sites this year. We were, once again, recognized nationally for our web site. We deployed a new service listserv for customers to directly communicate with constituents. Much of our effort has been less visible in the planning and setup of our new content management system set to deploy in 2nd quarter 2003. We successfully renewed our relationship with our CivicNet partner for another 3 years. As an FYI, we collected over \$1 million in fees through our business portal in 2002 for local government. This revenue represents services that would have had to be transacted in front of staff in our facilities without this alternative delivery point.

Our telephone operations area completed the final stages of our Avaya installation. They changed out all payphones within the city/county and supported many different moves throughout the year.

We have updated our mainframe, midrange and web servers, and installed EMC enterprise storage to continue to maintain our service levels. We completed our document management pilot programs and have moved ahead with a full enterprise service offering utilizing that knowledge from the pilots.

Our IT governance process made several significant steps this year. We have revitalized most of the IT Function Groups. We have been utilizing the IT Team as the central prioritization process for our development activities. We developed and published Privacy and Accessibility Policies for our web sites.

After many months of discussion, strategizing, reviewing, negotiating and more discussion, we executed Amendment 59 enhancing and extending our ACS contract for an additional 2 years.

As I said, this is just a summary of the accomplishments for 2002. We also handled all the normal, every day “stuff” to keep our technology functioning. Our goal is always to “make this look easy” for the customers but when you start to list all of this, it is something to see!

At this month’s IT Board meeting, I have asked ACS senior management to share a status update on how they see the accomplishments for the first 6 months of Amendment 59. Many of our activities had a ramp up period of 6 months so most, if not all, of the activities are now complete and being utilized. I will also be giving an update on our Sonet fiber ring project underway and briefing you on some proposed enhancements being considered for that project.

I look forward to speaking with you on Tuesday.

Sincerely,

Mike Hinline

Monthly Highlights and Statistics

October 2002



From the Account Manager's Desk

During the month of October, ACS management spent much of its time transitioning from one ACS Account Manager to another. Effective November 1, 2002 Mr. John Nero assumed

responsibility for the Indianapolis/Marion County ACS account from Mr. Lee Curtis. Mr. Nero's previous ACS engagement was as Account Manager for the Dallas County, Texas customer. Mr. Curtis has accepted the Account Manager position at ACS' Solano County, California location.

Two more specific Amendment 59 deliverables were completed during October. The ACS Recommendations for Network Monitoring Tools was presented to ISA on November 1. This document presents recommended alternative approaches that enable the City/County to apply measurements and receive reports on service levels - both system availability and response time - on those components that are deemed most critical, or on those application that are most widely utilized.

The Security Architecture Design & Implementation Standards document was also delivered to ISA on November 1. The objective of this deliverable is to establish standard configurations and implementation guidelines to ensure that City/County information technology will be deployed securely.

ACS personnel continue to strive toward achieving and exceeding the contractual service levels established or enhanced by Amendment 59. We are happy to report this effort is proving worthwhile as we have achieved all service levels for the month of October.

Mainframe and Mid-Range Upgrades Progressing

On October 6th, Mainline and IBM modified the installed Z/800. The modification was to make it a diadic processor and has substantially improved performance. Also in October ACS connected the EMC storage device to the IBM mainframe. Starting on November 4, the MVS team will begin to migrate data from the old hardware to the new storage box.

The DBA group moved all test databases from the old test and production mid-range platforms to IMCOSL05. This is in preparation for the retirement of ALPHA0 and ALPHA1.

800GB of EMC-SAN storage was configured for IMCOSL03 - the new GIS Enterprise server. The DBAs configured the Oracle database on IMCOSL03. Once GIS loads the data, it will be time to start testing GIS ARCIMS servers and associated web servers - a test of the complete configuration. This effort will facilitate the retirement of ALPHA5.



New ZENworks to Shorten Repair Times

ZENworks 3.2 was deployed to every file and print server, which was pushed down to every desktop. The deployment will benefit quicker repair times to

City/County employees through remote access. This will allow the helpdesk or IT support person to remotely access the PC and do the required diagnoses or fix when the user calls in the first time. This secured remote access connection must first be granted to the support person by the individual user. Novell estimates this could reduce employee downtime by 36 percent.

Preparations Underway for Latest Novell Software

Upgrades to existing server hardware were deployed during October in preparation for Netware 6 and eDirectory, which will allow additional Internet services and better server performance. This includes the upgrade to the Enterprise Print Queue server hardware, enabling better server performance and greater disk capacity.

Applications Process Improvements Noted

The ACS Applications area has continued to move forward with the new processes it has implemented over the last several months. Most recently we have implemented a revised Minor Development Document to make sign-offs easier for the user and to assist us in better tracking of smaller (less than 80 hours projects).

We have also published a Responsibility matrix for the Software Development Lifecycle (SDLC) showing who is responsible for different tasks during each phase of the lifecycle. This document assists those involved with a better understanding of who must take ownership of specific tasks within a project's task plan. By having responsibilities specifically marked out, it becomes less likely that items will be missed or forgotten during a project's implementation.

Additionally, we have implemented the use of a single project plan to track the utilization of Application resources so we know when they are available for their next assignment or what impact a change in priority, or customer delays/holds would have on our resource loads.

This new project plan coupled with a Process Spreadsheet, maintained by the ACS Business Consulting Team, enables us to work closely together to determine when a specific phase of any prioritized project will be coming due and who will be responsible for completing the next phase of that project. This really helps coordinate our efforts as we move through these processes and projects.

Fire HQ Gets Wireless Connection

IFD Headquarters located at 555 N. New Jersey is now connected to the City/County building wirelessly. This technology requires a clear line of sight to the City/County building and provides an 11 megabit data connection. A wireless solution is also being considered for DPW's Clean Stream project team that will be located in the Gold Building behind the City Market.

CAMA, Property Systems Pace Quickens

Additional resources have been brought in to supplement the Property Reassessment (CAMA) Project and to staff the House Bill 1001 Project. One resource with FOCUS experience has been added to the Property Reassessment project team to assist with program and file definition modifications. A Project Manager, Senior Systems Analyst, and Senior Programmer Analyst have been added to staff the House Bill 1001 Project. The initial objectives include establishing concurrence and approval of the project requirements and defining the project schedule for the Functional Specifications Phase.

This additional team is working closely with the current team of Mike Darland and Roger Smith to complete these projects in a timely manner while following the

processes that will ensure requirements and quality standards are being met.

ISA, ACS Form Web Direction Alliance

As part of an effort to enhance synergies between the technical Web groups of ISA and ACS a one day retreat was held to discuss the future direction of the WEB and to better understand how we can work together. At the retreat it was agreed that ISA and ACS would hold standing group meetings of the technologists from each organization to discuss outstanding issues and to make recommendations for standards to the Standards Committee where appropriate.

ACS Web Development staff has been meeting with staff from ISA WEB group, and the ACS Technical Group to review these issues. One of the major issues, to be discussed, is the ongoing review and planning of the implementation of the Microsoft Content Management System (CMS) and what procedures and testing need to be in place in order to ensure that the applications we build will be able to work with CMS now and in the future.

ACS Steps Up To Election Support

In support of the recent mid-term elections, ACS provided on-site desktop support for the Marion County Election Board. This support consisted of helping set up remote absentee voting at two townships, Wayne and Lawrence and in-house support Election Day. This support turned into several employees spending most of the night to assist with problems with ES&S' A.E.R.O. Tally software. ACS worked through problems with the vendor to allow multiple concurrent connections, to upgrade license counts, and to modify the input screen to match the poll book to facilitate data entry. The day after the election it was necessary to re-input the election data back into the Tally software. ACS quickly set up a network and workstations to allow temporary staff to perform this work.



Monthly Statistics from the Help Desk

During the month of October, 6,124 calls were presented to the Help Desk of which 5,115 were handled by the daytime Help Desk and 741 were received by our after-hours operation. 305 calls were terminated before the Help Desk had a chance to answer the call.

Of those calls, 1,276 turned out to be technical problems. ACS closed 1,210 problem calls during the month and achieved a first call resolution of 80%. This means that 80% of those who called with a problem had their issue resolved by the time they hung up the phone.

ACS processed 613 security requests during the month. 112 involved changes to security profiles, there were 289 deletions of various access rights and 212 new access rights were granted. ACS also closed 362 service requests during the month.

Desktop support activities for the month of August totaled 775 work elements. These included 10 required PC re-images, 45 cascaded desktop installations, 242 hardware installations, 99 move/changes, 36 printer installations, 302 software installations and 41 miscellaneous requests. The daily average for these IMACS was 33.7.



On the Move

The following customer relocations were completed or are currently in progress:

Parks & Recreation - Parks will be building a new Nature Center at the existing site of the Ranger Station.

The Ranger Station will move to the current location of the Sheriff's Department on Eagle Creek.

Parks has also obtained old the Broad Ripple library from the City of Indianapolis for use as additional office space. ACS has received floor plans and is awaiting further instructions.

Park is also planning additional buildings at the Washington Park and Municipal Gardens.

DPW Customer Services Move - Relocate DPW Customer Services from S. East to 1375 W. 16th ST.

Customer Service Cards Results

ACS technicians distributed 1,210 customer satisfaction feedback cards during the month. 204 or 16.9% of them were actually completed and returned. This is an increase in participation from the previous month. The returned results indicate a high level of customer for the assistance received 2.98 on a scale of 1 to 3. Timely service rated a 2.90 and our technicians were deemed friendly and helpful judging from the 2.99 score.



ACS Customer of the Month

Our congratulations go to October's Customer of the Month, Detective Karen Baumgart with the Marion County Sheriffs Department. On October 2nd, Detective Baumgart's PC was booting into safe mode and giving her Windows Protection Errors. ACS Technician Ken Segall was able to resolve the problem and return the machine to working order. Detective Baumgart gave Ken and ACS the following ratings: (Scale of 1 to 3 with 3 being the highest)

Did you get the assistance you needed? **3**

Was it delivered in a timely manner? **3**

Was the service friendly and helpful? **3**

Detective Baumgart has been contacted about being named "Customer of the Month" for October and will be receiving lunch for two for her valuable feedback.

Printer Maintenance Program Ahead Of Schedule

The printer preventive maintenance project began on Friday, October 4th and will be completed by the end of November, nearly a month early.

Looking Ahead to November

Some of the things ACS technical staff is planning next month include:

- Continue with the mainframe/mid-range rehabilitation project.
- Continue to reduce the number of redundant telecommunication lines to remote locations
- Continue with implementation of HEAT Asset Tracking to the City/County enterprise.
- Upgrade all Novell servers from Support Pack 4 to Support Pack 5. Requirement to upgrade to eDirectory, plus fixes minor known issues to ensure the continued stability within Novell NetWare. Also, in preparation of the eDirectory upgrade, IMCFNW5 hardware will be upgraded from Compaq ProLiant 3000 Pentium II 300 to a Compaq ProLiant 1850R Pentium II 450. The upgrade is required in order to meet eDirectory and NetWare 6 specifications.
- DPW Fitness building/IFD Support Services at 2700 S Belmont. ACS received the authorization from DPW and IFD to install fiber as well as Ethernet cabling within the building that will provide the facility with connectivity to the rest of the City/County network.



ACS Spotlight

This section of the monthly report introduces several of our local ACS employees. These individuals are part of the ACS team responsible for delivering services to the City/County and we thought it would be beneficial

to our customers to know a little bit more about them.

Brent Cary, Network Engineer

Mr. Cary is a member of the ACS network group, and has been serving the City of Indianapolis since 1980, first as an employee of DPW, and now ACS. He supports the data network for all City/County agencies county-wide.

Brent earned two degrees in Computer Technology from Purdue/IUPUI and is Cisco Certified. When he isn't working, he spends time traveling, ballroom dancing, photography, playing the viola, and races cars in the Sports Car Club of America. Brent has been married for 16 years.

Marylou Eads, Lead Programmer / Analyst

Marylou Eads is a member of the Mainframe Applications Development Team. A lifelong Indianapolis resident, Marylou has two children (one daughter and one son), as well as 3 grandchildren. She began working with ISA in 1981 as an Operator before moving into Production Control and then into Applications Development. Marylou transitioned to SCT/ACS and currently provides development and support for the Financial and Tidemark Systems. Her hobbies are gardening, reading, and the beach. One of Marylou's favorite aspects of her position is working with her current clients. Marylou's personal motto is "Be upfront and honest".

SERVICE LEVEL DASHBOARD VIEW

September 2002

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
1.1 Time To Answer	Time to Answer Help Desk	95% Within 60 seconds Prime Time	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	Target is 90% after 2nd 60 days. October number was 90.1%
		Average under 60 seconds non-Prime Time	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	21.9 seconds
1.2 First Call Resolution	Helpdesk calls resolved on 1st call	73% after 1st 60 days; 77% after 2nd 60 days; 80% as of 1/1/2003	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
2.1 Level 2 Support Response	Severity 1 - 98% within 15 minutes	15 minutes	<input type="radio"/> <input type="radio"/> <input type="radio"/>	No Severity 1 calls were received.
Response	Severity 2 - 98% within 30 minutes	30 minutes	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 3 - 90% within 2 hours	2 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 4 - 90% within 4 hours	4 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 5 - 90% within 8 hours	8 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 1 - 80% within 4 hours	4 hours	<input type="radio"/> <input type="radio"/> <input type="radio"/>	No Severity 1 calls were received.
Resolution	Severity 2 - 80% within 8 hours	8 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 3 - 80% within 16 hours	16 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 4 - 80% within 20 hours	20 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 5 - 80% within 40 hours	40 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
3.1 Adds, Moves, Changes	Add, Moves, Changes	92% within 5 business days of receipt of completed information from customer	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Cascades	92% within 10 business days of receipt of completed information from customer	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	PC Installations	92% within 10 business days of receipt of the equipment	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
4.1 Customer Satisfaction - Semi-annual Survey		3.0 rating or higher	<input type="radio"/> <input type="radio"/> <input type="radio"/>	
4.2 Customer Satisfaction - Closed Call Follow-up		80% Satisfied problem was solved	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
5.1 Application Development Defect Rate - Post Implementation		No critical defects, no major defects, no more than 3 minor defects per application program, no more than 3 cosmetic defects per application program.	<input type="radio"/> <input type="radio"/> <input type="radio"/>	6 month post implementation period not completed
5.2 Application Development - Cost Estimating & Scheduling	Cost Estimating	Total hours for a project must not exceed estimate by more than 10%	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Scheduling	Deliverables/milestones for a project must be on schedule	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
6.2 Availability	Online Availability		<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
6.2 Response Time	Online Response Time		<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
7.0 Timely Processing of Service Requests	Enter Service Requests into HEAT	Within 1 business	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Acknowledgement and personal contact with customer after service request is received	Within 10 business days	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Wiring Request/Specifications to Vendor	95% within 5 days	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
	Wiring Quote to Customer	95% within 3 days	○ ○ ●	
	Wiring Order to Vendor	95% within 2 days	○ ○ ●	
	Standard Quote	95% within 3 days	○ ○ ●	
	Non-Standard Quote	95% within 5 days	○ ○ ●	
	Order Placed after approval	95% within 2 days	○ ○ ●	
8.0 Asset Management	Accuracy of Data	85% on existing data	○ ○ ○	Audit to be performed at customer discretion.
	Accuracy of Data	98% on ACS entered data	○ ○ ○	Audit to be performed at customer discretion.
9.0 Security	Add new security or modify current security profile	Within 2 business days of receipt	○ ○ ●	
	Delete security requests	4 hours	○ ○ ●	
	Delete security requests - emergency	30 minutes	○ ○ ●	

LEGEND:

A green (G) indicator means all performance goals of this service level were met in the month.

A yellow (Y) indicator means all but one performance goal of this service level were met this month.

A red (R) indicator means more than one performance goal of this service level was not met or, this service level received a yellow (Y) indicator for 2 or more consecutive months for the same reason.

Monthly Highlights and Statistics

November 2002



From the Account Manager's Desk

November marks my first full month as the new ACS Account Manager replacing Lee Curtis. During the month I have spent much of my time

moving into my office and apartment, and meeting all the ACS people whose accomplishments fill the pages of this Monthly Report.

I have also begun the process of meeting the members of the IT Board, IT Team, and Department Heads throughout the City and County. Given the time of the season, this should take awhile, but I hope to meet everyone by the middle of January.

One key activity in November was our participation in the City/County's strategic initiative to replace the current Financial Systems. Following a project kick-off meeting in October, ACS sponsored and facilitated a panel discussion with industry experts who shared their experiences implementing new financial systems. Approximately 50 people attended the meeting from various City/County departments. The meeting was very enlightening as to the scope and magnitude of such a project. During the next few months, ACS will work with key stakeholders to define both the short and long-term needs of City/County in this area.

ACS is also participating in the City/County's strategic initiative to define its needs in the area of Customer Relationship Management (CRM). Meetings have begun to identify key constituent "touch points" and the systems in place today to support them.

ACS is pleased to be playing a part in supporting these two critical business initiatives of Indianapolis and Marion County.

Public Defender Asks For OTIS Timekeeping System

The Public Defender, after reviewing the capabilities and features of the Courts' Online Timekeeping Information System (OTIS) has entered a request to have the system accommodate the Public Defender's needs. The IT Team reviewed the request and has prioritized the project. Meetings will begin with ACS and the client to gather information and provide estimate of hours and delivery date for the PD and requirements.

Corporation Counsel To Join Tidemark Community

The Office of Corporation Counsel - City Prosecutor's Office has requested read/write access to Tidemark as well as design and development of their own case types to be used within the system. This marks yet another expansion of those served by this application supported by ACS. The project is current in the Design phase which is scheduled to be completed in December.

DPW Will Integrate With GIS

The Department of Public Works, Division of Operations has requested integration of the Infrastructure Management System (IMS) and the GIS Master Address Database for address and parcel information. This integration will significantly improve and increase the GIS capabilities of DPW Division of Operations. It will also prepare IMS for eventual integration with the Mayor's Action Center's tracking systems as well.

Mid-Range and Storage Rehabilitation Status

All test and quality data has been moved from the IBM storage devices to the EMC storage device and the IBM equipment has been sent to County Asset Management for disposal. A portion of the Test and Quality data that resides on the Amdahl storage devices has been moved to the EMC storage device.

All the midrange, web and Oracle servers have arrived and the Solaris 8 operating system has been installed. Comprehensive system validation on both hardware and software is being executed.

The hardware tests on the two main Oracle servers (IMCOSL01 and IMCOSL02) have been successfully completed. All of the new machines, excluding IMCOSL03 (already configured), IMCASL02-04 (GIS spatial server), will be configured for SAN storage. EMC is scheduled to be here for two days beginning Monday December 9th to connect all of the new servers to the Storage Access Network. We expect all comprehensive system checks and OS updates on all the new systems to be completed before December 9th.



CAMA Modifications Progressing

The ACS property team continues to create new reports and correction programs as identified by the Township Assessors to provide support to verify and correct their data. Conversion of Property FOCUS jobs is in progress. The Property Record Card forms for both Residential and Commercial were approved by the Township Assessors and presented to the vendors who will be bidding on the printing process for the PRC forms. The Project Team has been preparing for the rollover of CAMA B to the CAMA A region. These changes are extensive as CAMA B will contain the old format and CAMA A will be the new format after the switchover.

House Bill 1001 Changes Being Defined

As noted in previous reports, the State has passed legislation that affects the way Property Tax and exemptions are calculated. This will have a major impact on the Property System. The Project Team is gathering requirements for the PTRC and TIF processes. Several meetings have been held with the Auditor's Office, Paul Ricketts for the Township Assessors, and Treasurer to define their requirements. There will be sub-projects under this one Project Definition. Each sub-project will have its own set of requirements, functional specifications, technical specifications and implementation plan. All approvals will be accepted electronically per the project team to speed the process for this important project.

PROM and TRAC Data Conversion Update

This project involves extracting pre-JUSTIS data from a legacy system, reformatting it and placing it on another form of media for viewing by the Prosecutor's and Court's staff. The PROM data has been reviewed once more for accuracy and there have been some challenges with the TRAC data. Those challenges have been overcome and the data extract will be reviewed early in December. It is anticipated that once the TRAC data is reviewed, the data will be burned to CD's. The data can then be located on the network for user access.



Monthly Statistics from the Help Desk

During the month of November, 4,085 calls were presented to the Help Desk of which 3,134 were handled by the daytime Help Desk and 793 were received by our after-hours operation. 158 calls were terminated before the Help Desk had a chance to answer the call.

Of those calls, 771 turned out to be technical problems. ACS closed 861 problem calls during the month and achieved a first call resolution of 80%. This means that 80% of those who called with a problem had their issue resolved by the time they hung up the phone.

ACS processed 233 security requests during the month. 72 involved changes to security profiles, there were 53 deletions of various access rights and 108 new access rights were granted. ACS also closed 269 service requests during the month.

Desktop support activities for the month of August totaled 273 work elements. These included 22 required PC re-images, 6 cascaded desktop installations, 88 hardware installations, 28 move/changes, 3 printer installations, 118 software installations and 8 miscellaneous requests. The daily average for these IMACS was 15.2.



On the Move

The following customer relocations were completed or are currently in progress:

DMD – ACS Technology Consultants conducted initial communications with the department to establish coordination of the move for Phase 5 (moving part of CDFS to the 20th floor and temporarily moving other CDFS customers to a temporary location on the 18th floor). This includes floor plan, wiring work order, reserve IP address / LU for 20th floor, and coordinate timeline / resources with asset management.

DPW Customer Services Move - Relocate DPW Customer Services from S. East to 1375 W. 16th ST. The lease has not been signed for this site as DPW is presently negotiating the lease agreement. According to Michael Rogers, the lease agreement is in the final stages of Board approval. Build-out could begin as early as January and potential moving date of late February or the first of March.

Customer Service Cards Results

ACS technicians distributed 861 customer satisfaction feedback cards during the month. 123 or 14.3% of them were actually completed and returned. This is an increase in participation from the previous month. The returned results indicate a high level of customer for the assistance received 2.94 on a scale of 1 to 3. Timely service rated a 2.85 and our technicians were deemed friendly and helpful judging from the 2.98 score.



ACS Customer of the Month

Our congratulations go to November's Customer of the Month, Lt. Dianna Mosley of the Indianapolis Police Department, Robbery Homicide Division. On November 4th Lt. Mosley's PC was receiving errors and had to be rebooted several times. ACS Technician Greg Mott was able to resolve the problem and return the machine to working order. Lt. Mosley gave Greg and ACS the following ratings: (Scale of 1 to 3 with 3 being the highest)

Did you get the assistance you needed? **3**

Was it delivered in a timely manner? **3**

Was the service friendly and helpful? **3**

Lt. Mosley has been contacted about being named "Customer of the Month" for November and will be receiving lunch for two for her valuable feedback.

Looking Ahead to December

Some of the things ACS technical staff is planning next month include:

- Continue with the mainframe/mid-range rehabilitation project
- Remove STK 3480 tape drives and control unit.
- Continue to reduce the number of redundant telecommunication lines to remote locations
- Continue with implementation of HEAT Asset Tracking to the City/County enterprise.
- Upgrade all Novell servers from Support Pack 4 to Support Pack 5. Requirement to upgrade to eDirectory, plus fixes minor known issues to ensure the continued stability within Novell NetWare.
- Move all existing data from Novell server BT22FNV1 to the Novell SAN, which serves the DCAM, DPW and DMD offices. This will provide fault tolerance by having the departments data

managed within a server cluster environment while providing additional storage capacity.

- Security Policy review, Risk and vulnerability assessment is being performed for all Network assets. Recommended solutions will be performed in 2003.



ACS Spotlight

This section of the monthly report introduces several of our local ACS employees. These individuals are part of the ACS team responsible for delivering services to the City/County and we thought it would be beneficial to

our customers to know a little bit more about them.

Ken Percy, Senior Help-desk Coordinator

Ken Percy joined the Help-desk in December 2000. Ken has been working in the computer field since his college days. He has had a wide assortment of jobs such as a computer-trainer for a rental car agency and a database manager for a local college. Ken has been coordinating the training for the new Help-desk personnel that have joined ACS in the last several months. Ken states that his focus is customer service and this means he works above and beyond the call of duty to make the customer happy.

Ken has a Bachelor of Science degree in Theatre from Ball State University but always loved computers, and since Ken also likes to eat, he chose to work in the computer field. This job does allow him some time to express his other talents by singing at church and with the Indianapolis Men's Chorus.

David Finta, Senior Network Specialist

David is a member of our ACS Security Team and has been serving the City of Indianapolis for two and half years. David administers the Check Point Firewall, R2000 web filter, and Real Secure Intrusion detection system as well as supports Symantec's Norton Antivirus desktop and server solutions. David also works in conjunction with Midrange, Communication, and LAN team's in maintaining, developing, researching, and improving security technologies.

David earned a bachelors degree from Indiana University School of Geology. David holds a CCSA (Checkpoint Certified Systems Administrator) Certification and a CNA (Certified Novell Administrator) Certification. David also holds a Network+ Certification. David's free time is primarily spent enjoying family activities. He enjoys hiking and exploring Indiana's state parks, building model airplanes, and studying for computer certifications.

SERVICE LEVEL DASHBOARD VIEW

November 2002

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
1.1 Time To Answer	Time to Answer Help Desk	95% Within 60 seconds Prime Time	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	Target is 90% after 2nd 60 days. November number was 93.5%
		Average under 60 seconds non-Prime Time	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	26 seconds
1.2 First Call Resolution	Helpdesk calls resolved on 1st call	73% after 1st 60 days; 77% after 2nd 60 days; 80% as of 1/1/2003	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
2.1 Level 2 Support Response	Severity 1 - 98% within 15 minutes	15 minutes	<input type="radio"/> <input type="radio"/> <input type="radio"/>	No Severity 1 calls were received.
Response	Severity 2 - 98% within 30 minutes	30 minutes	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 3 - 90% within 2 hours	2 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 4 - 90% within 4 hours	4 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 5 - 90% within 8 hours	8 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 1 - 80% within 4 hours	4 hours	<input type="radio"/> <input type="radio"/> <input type="radio"/>	No Severity 1 calls were received.
Resolution	Severity 2 - 80% within 8 hours	8 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 3 - 80% within 16 hours	16 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 4 - 80% within 20 hours	20 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 5 - 80% within 40 hours	40 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
3.1 Adds, Moves, Changes	Add, Moves, Changes	92% within 5 business days of receipt of completed information from customer	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Cascades	92% within 10 business days of receipt of completed information from customer	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	PC Installations	92% within 10 business days of receipt of the equipment	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
4.1 Customer Satisfaction - Semi-annual Survey		3.0 rating or higher	<input type="radio"/> <input type="radio"/> <input type="radio"/>	
4.2 Customer Satisfaction - Closed Call Follow-up		80% Satisfied problem was solved	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
5.1 Application Development Defect Rate - Post Implementation		No critical defects, no major defects, no more than 3 minor defects per application program, no more than 3 cosmetic defects per application program.	<input type="radio"/> <input type="radio"/> <input type="radio"/>	6 month post implementation period not completed
5.2 Application Development - Cost Estimating & Scheduling	Cost Estimating	Total hours for a project must not exceed estimate by more than 10%	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Scheduling	Deliverables/milestones for a project must be on schedule	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
6.2 Availability	Online Availability		<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
6.2 Response Time	Online Response Time		<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
7.0 Timely Processing of Service Requests	Enter Service Requests into HEAT	Within 1 business	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Acknowledgement and personal contact with customer after service request is received	Within 10 business days	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Wiring Request/Specifications to Vendor	95% within 5 days	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
	Wiring Quote to Customer	95% within 3 days	○ ○ ●	
	Wiring Order to Vendor	95% within 2 days	○ ○ ●	
	Standard Quote	95% within 3 days	○ ○ ●	
	Non-Standard Quote	95% within 5 days	○ ○ ●	
	Order Placed after approval	95% within 2 days	○ ○ ●	
8.0 Asset Management	Accuracy of Data	85% on existing data	○ ○ ○	Audit to be performed at customer discretion.
	Accuracy of Data	98% on ACS entered data	○ ○ ○	Audit to be performed at customer discretion.
9.0 Security	Add new security or modify current security profile	Within 2 business days of receipt	○ ○ ●	
	Delete security requests	4 hours	○ ○ ●	
	Delete security requests - emergency	30 minutes	○ ○ ●	

LEGEND:

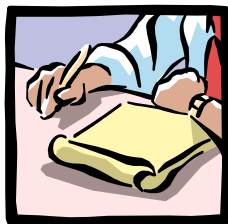
A green (G) indicator means all performance goals of this service level were met in the month.

A yellow (Y) indicator means all but one performance goal of this service level were met this month.

A red (R) indicator means more than one performance goal of this service level was not met or, this service level received a yellow (Y) indicator for 2 or more consecutive months for the same reason.

Monthly Highlights and Statistics

December 2002



From the Account Manager's Desk

Let me start by sending everyone my best wishes for the coming year. It appears that 2003 will be a "whiter" year than 2002 with snow falling on a regular basis

since Christmas Eve.

December was a busy month for ACS, as I am sure it was for everyone. The last of the major Amendment 59 deliverables were completed: the Security Policy Review Document and the implementation of the Asset Tracking System (see the summary below).

The Security document is an especially critical document given the heightened focus on Homeland Security. The objective of the document is twofold:

1. To identify potential threats and vulnerabilities within the City/County Information Technology Environment
2. Consider technical security services and mechanisms to mitigate those threats and vulnerabilities

December marked the end of the first six months of new services and the ramp-up to the new service levels under Amendment 59. I am pleased to report that due to the hard work and dedication of our staff, we are on course to meet or exceed the contractual service levels established or enhanced by Amendment 59.

In the coming weeks, I will be working with ISA to review these results and establish a plan for continuous improvement.

DPW Clean Stream Team in Business

DPW has engaged Montgomery Watson & Harza (MWH) in a 2 ½-year contract to participate on the new Indianapolis Clean Stream Team. The Team will work on the 9th floor of the "gold building" located at 151 N. Delaware. The project provides the Department of Public Works and their consultants with high-speed network access to City/County resources, voice over IP technology and secured VPN connectivity to the consultants' corporate resources. Connectivity to the City/County building was established via fiber optic cable at gigabit speed. New horizontal distribution cabling and network hardware was installed as well as new telephony cabling.

Mid-Range and Storage Rehabilitation Status

On Sunday December 12, 2002, the original IBM Z/800 processor model 2066-0C1, which was installed to complete the mainframe portion of the rehabilitation project, was converted to a model 2066-0X2. This change in effect made the processor a multiple engine processor to meet our business requirements.

In the original MVS Storage Farm there were 627 gigabytes of data, which needed to be moved to complete the Enterprise Storage portion of the rehabilitation plan. Prior to December 2002, the MVS Systems team moved 89.8 gigabytes of data, which was composed of application test and quality data. Over three weekends in December 2002 the MVS Systems team moved an additional 443.5 gigabytes of data leaving a balance of 93.7 gigabytes to be moved in January of 2003. The production data moved represented data used to support the online environments utilized by our clients.

The hardware installation of the replacement mid-range and GIS equipment has been completed. SAN storage has been configured for all but one of the 11 systems that are attached to it. The remaining system will be completed the first week of January.

Implementation of Asset Tracking System Completed

The HEAT Asset Tracker (HAT) scan implementation schedule was completed in December. In total, there were 52 Novell server containers that received the HAT scanner, which includes all City-County Departments under the ACS scope. 4,569 active desktops and laptops were scanned and entered in the HAT database. Of the 4,569 scanned devices recorded, 542 were laptops. A total of 11,592 non-scanned devices such as monitors, printers, routers, etc. have also been converted from the old inventory database to the HAT database.

Additionally, a web-based report interface to HAT has been prepared. The report interface will allow City/County departments to run four (4) pre-defined printable reports from a menu. The available reports will be: Desktops & Laptops, Peripheral Equipment, Procurement and Configuration. If the need arises, additional reporting capability can be requested and added to the menu through a service request to schedule ACS programming efforts to develop and publish the additional reports.

The integration of HAT and HEAT has also been completed to allow the helpdesk to verify asset information upon a request for assistance. The asset information is tied to the customer information in HEAT and accessible through asset details and is recorded in the HEAT ticket for historical purposes.



House Bill 1001 Changes Being Defined and CAMA Moving Forward

The project team has received signoff of the Minor Development Document and Requirements for each sub-project of the HB 1001 Project. The team had researched and analyzed solution alternatives to satisfy the project requirements. Upon review with the client, Alternative Solution 4 was selected. This will result in approximately 1,000 additional hours of effort. The project manager is currently assessing the impact of Alternative Solution 4 to the resource and project schedule.

ACS has successfully swapped the CAMA A & CAMA B CICS regions. This means we have moved the old CAMA A file into the CAMA B region, and the new CAMA B into the CAMA A region. This will allow the Assessors to work in CAMA A and send new re-assessment values into the Property System for the 2002 pay 2003 billing cycle, while giving the Assessors access to the pre re-assessment values for working on existing appeals from prior years. Even though the systems have been migrated forward, additional work needs to be accomplished before the Assessors are ready to certify values to the Auditors office. ACS has also successfully converted the FOCUS MFD to the new CAMA file layout and has made many new improvements to the FOCUS access for the Assessors.



Monthly Statistics from the Help Desk

During the month of December, 4,512 calls were presented to the Help Desk of which 3,932 were handled by the daytime Help Desk and 580 were received by our after-hours operation. 224 calls were terminated before the Help Desk had a chance to answer the call.

Of those calls, 843 turned out to be technical problems. ACS closed 850 problem calls during the month and achieved a first call resolution of nearly 83%. This means that 83% of those who called with a problem had their issue resolved by the time they hung up the phone.

ACS processed 284 security requests during the month. 95 involved changes to security profiles, there were 68 deletions of various access rights and 121 new access rights were granted. ACS also closed 300 service requests during the month.



On the Move

The following customer relocations were completed or are currently in progress:

MCSD/Office Move

MCSD officers at the 2505 N. Arlington facility relocated to 4150 N. Keystone during the week of January 6th. Asset Management assisted in this move by ensuring connectivity and setting up several new (to the network) desktops and printers.

DMD – Conducted initial communications with the department to establish coordination of move for Phase 4. Phase 4 had been postponed earlier do to carpet/ wall installation and Building Authority's progress. This includes floor plan, wiring work order, and coordinate timeline / resources with asset management.

DPW Customer Services Move - Relocate DPW Customer Services from S. East to 1375 W. 16th ST. The lease has not been signed for this site as DPW is presently negotiating the lease agreement. According to Michael Rogers, the lease agreement is in the final stages of Board approval. Build-out could begin as early as January and potential moving date of late February or the first of March.

Customer Service Cards Results

ACS technicians distributed 861 customer satisfaction feedback cards during the month. 123 or 14.3% of them were actually completed and returned. This is an increase in participation from the previous month. The returned results indicate a high level of customer satisfaction for the assistance received 2.94 on a scale of 1 to 3. Timely service rated a 2.85 and our technicians were deemed friendly and helpful judging from the 2.98 score.



ACS Customer of the Month

Our congratulations go to December's Customer of the Month, Douglas Lynch with DMD's Code Compliance Division. On December 6th Mr. Lynch and one of his coworkers were having problems printing to one of their network printers. ACS Technician Jim Neal was able to resolve the problem and have them resume printing to the network printer.

Mr. Lynch gave Jim and ACS the following ratings:
(Scale of 1 to 3 with 3 being the highest)

Did you get the assistance you needed? **3**

Was it delivered in a timely manner? **3**

Was the service friendly and helpful? **3**

Mr. Lynch has been contacted about being named "Customer of the Month" for December and will be receiving lunch for two for his valuable feedback.

Looking Ahead to January

MCSD Laptop Deployment

ACS will begin imaging forty (40) new Dell Latitude laptops during the week of January 13th, for distribution to MCSD officers by Lt. Mark Hauser.

MC Public Defender Installs

During January, Asset Management will be rolling out thirty-five (35) new desktops for the Public Defender Agency. The exact install dates have not yet been determined.

MCSD Equipment Retrieval

As a result of the seventy-unit PC deployment in December, there are a number of displaced units to be picked up and returned to MCSD storage. During the week of January 13th all PCs and monitors (17" or larger) will be returned to the MCSD storage area at 40 S. Alabama. Any smaller monitors can be immediately disposed of at the City's warehouse location

MCPO/Child Support Installs

The Child Support division of MCPO purchased seventeen (17) new desktops, presently being installed. Completion of this roll-out is expected on Tuesday, January 14th.

Disposals/Displaced Equipment

As a result of the high number of installations during December, January will likely be a "clean-up" month. Service requests are already open for the removal of displaced equipment from the MC Clerk installs (58 units), Corporation Counsel installs (17 units) as well as the aforementioned MCSD installs (70). At this time, the "bum room" is nearing capacity; arrangements are being made to move some of the equipment out to the City warehouse while the rental truck is available during the week of January 13th.

- Continue with the mainframe/mid-range rehabilitation project, including the following:
- Migrate the remaining 35 volumes of data from the Amdahl storage device to the EMC storage device.

- De-install the Amdahl mainframe and turn over to IBM as part of the original purchase agreement.
- Remove Amdahl storage devices as outlined in the fixed asset disposal process.
- Implement storage monitoring and monitoring processes
- Order and start implementation of Z/OS operating system.
- The Mid-range focus will be on getting the two new Enterprise oracle servers, IMCOSL01 and IMCOSL02 online. The target date to begin the migration of databases is January 11th. One of the first databases planned to be moved is the TideMark database.



ACS Spotlight

These individuals are part of the ACS team responsible for delivering services to the City/County and we thought it would be beneficial to our customers to know a little bit more about them.

Yang Jiao - Developer

Yang Jiao is a member of the ACS Web/Client Server Development team. He is originally from Beijing, China. He came to the United States in August 1999 and studied at Ball State University. After graduating from Ball State University with a MS in Computer Science and 4 certifications from Sun (Sun Certified Programmer for Java 2 Platform, Sun Certified Developer for Java 2 Platform, Sun Certified Web Component Developer for Java 2 Platform, Sun Certified Enterprise Architect for Java 2 Platform), Yang joined the ACS team in March 2002 and has been involved with the development of several web-based applications including Online Permit and Compliance Research System and CDFS Quarterly Report System for Department of Metropolitan Development.

Ron Van Leer – Director of Business Support Services

Ron has been a member of the ACS senior management team at the City/County since May 2000 and has overall responsibility for Customer Support Services (Help Desk, Desktop Support), Customer Alliances (Business and Technology Consultants) and Applications Services. He has been with ACS (SCT prior to 2001) since 1983 when he joined the company at the Butte County, California account. Ron has had account responsibility for Peoria County, IL, Charleston County, SC, and United States Marine Repair, Norfolk, Va. in addition to multi-account senior management roles during his tenure with the company. His IT career spans over 30 years, mostly in State & Local Government, starting with the State of Illinois in 1971. Ron has been married for nearly 19 years and lives in Lawrence Township with his wife and two children, ages 17 and 13.

SERVICE LEVEL DASHBOARD VIEW

December 2002

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
1.1 Time To Answer	Time to Answer Help Desk	95% Within 60 seconds Prime Time	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	Target is 90% after 2nd 60 days. December number was 92.3%
		Average under 60 seconds non-Prime Time	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	21.9 seconds
1.2 First Call Resolution	Helpdesk calls resolved on 1st call	73% after 1st 60 days; 77% after 2nd 60 days; 80% as of 1/1/2003	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
2.1 Level 2 Support Response	Severity 1 - 98% within 15 minutes	15 minutes	<input type="radio"/> <input type="radio"/> <input type="radio"/>	No Severity 1 calls were received.
Response	Severity 2 - 98% within 30 minutes	30 minutes	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 3 - 90% within 2 hours	2 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 4 - 90% within 4 hours	4 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Response	Severity 5 - 90% within 8 hours	8 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 1 - 80% within 4 hours	4 hours	<input type="radio"/> <input type="radio"/> <input type="radio"/>	No Severity 1 calls were received.
Resolution	Severity 2 - 80% within 8 hours	8 hours	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 3 - 80% within 16 hours	16 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 4 - 80% within 20 hours	20 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
Resolution	Severity 5 - 80% within 40 hours	40 hours - excluding non-business hours (after 6 pm and before 6 am)	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
3.1 Adds, Moves, Changes	Add, Moves, Changes	92% within 5 business days of receipt of completed information from customer	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Cascades	92% within 10 business days of receipt of completed information from customer	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	PC Installations	92% within 10 business days of receipt of the equipment	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
4.1 Customer Satisfaction - Semi-annual Survey		3.0 rating or higher	<input type="radio"/> <input type="radio"/> <input type="radio"/>	
4.2 Customer Satisfaction - Closed Call Follow-up		80% Satisfied problem was solved	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
5.1 Application Development Defect Rate - Post Implementation		No critical defects, no major defects, no more than 3 minor defects per application program, no more than 3 cosmetic defects per application program.	<input type="radio"/> <input type="radio"/> <input type="radio"/>	6 month post implementation period not completed
5.2 Application Development - Cost Estimating & Scheduling	Cost Estimating	Total hours for a project must not exceed estimate by more than 10%	<input type="radio"/> <input type="radio"/> <input type="radio"/>	No projects reached conclusion during December
	Scheduling	Deliverables/milestones for a project must be on schedule	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
6.2 Availability	Online Availability		<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
6.2 Response Time	Online Response Time		<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
7.0 Timely Processing of Service Requests	Enter Service Requests into HEAT	Within 1 business	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Acknowledgement and personal contact with customer after service request is received	Within 10 business days	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	
	Wiring Request/Specifications to Vendor	95% within 5 days	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	

Service Level	Description	Targeted Levels	INDICATION R Y G	Comments
	Wiring Quote to Customer	95% within 3 days	○ ○ ●	
	Wiring Order to Vendor	95% within 2 days	○ ○ ●	
	Standard Quote	95% within 3 days	○ ○ ●	
	Non-Standard Quote	95% within 5 days	○ ○ ●	
	Order Placed after approval	95% within 2 days	○ ○ ●	
8.0 Asset Management	Accuracy of Data	85% on existing data	○ ○ ○	Audit to be performed at customer discretion.
	Accuracy of Data	98% on ACS entered data	○ ○ ○	Audit to be performed at customer discretion.
9.0 Security	Add new security or modify current security profile	Within 2 business days of receipt	○ ○ ●	
	Delete security requests	4 hours	○ ○ ●	
	Delete security requests - emergency	30 minutes	○ ○ ●	

LEGEND:

A green (G) indicator means all performance goals of this service level were met in the month.

A yellow (Y) indicator means all but one performance goal of this service level were met this month.

A red (R) indicator means more than one performance goal of this service level was not met or, this service level received a yellow (Y) indicator for 2 or more consecutive months for the same reason.

Contracts Approved for the IT Board by the Chief Information Officer

IT Board

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	Notes
12/16/2002	Community Court	Professional services for BPR, planning, and website development	eGov Strategies	37,500.00	37,500.00	Community Court	
12/12/2002		Garner Addendum providing services to outside entities	Gartner	7,740.00	16,340.00	ISA Chargeback	Discounted 1st yr.7,740 second year 8,600
11/22/2002	DMD	Website Development agreement-Economic Development	LISC	47,000.00	47,000.00	DMD	
11/4/2002	ISA	Professional Services Agreement- Custom Application Development	MethodFactory	24,640.00	24,640.00	ISA	
10/16/2002	ISA	Public Pay Phone Commission Agreement	Telephone Technologies Inc.	-----	-----	-----	Revenue generated
10/2/2002	IPD	Frame Relay Circuit to 1011 N Fayette (IPD Horsebarn)	Ameritech	7,797.60	21,003.91	ISA-Chargeback	
9/30/2002	/	Garner Addendum providing services to outside entities	Gartner	24,600.00	57,400.00	ISA-Chargeback	
9/30/2002	Health/Hosp.	Amendment 66: Health/Hosp. Water Quality Proposal	ACS		78,260.00	ISA-Chargeback	One time charge
8/27/2002	IPD	Software services for IPD	Optiform	5,000.00	5,000.00	IPD	
8/27/2002	Treasurer	Cashiering NT Server Support	ACS		3,462.00	ISA-Chargeback	One time charge
7/22/2002	CS Flanner House	Move Circuit charge- 2432 Martin Luther King (CS Flanner House)	Ameritech	805.00	805.00	ISA-Chargeback	
6/28/2002	ISA	Professional Services Agreement-Network Consulting	InfoComm Systems, Inc	10,000.00	10,000.00	ISA	
6/21/2002	DOC	Amendment 65: Department of Corrections Connectivity Proposal	ACS	13061.70	15483.09	ISA-Chargeback	
6/10/2002	Community Corrections	Removal of two voice PVC's 147 E. Maryland (Community Corrections)	Ameritech	254.00	254.00	ISA-Chargeback	
5/23/2002	Crime Lab	Amendment 60: Forensic Services NT Server Support	ACS	15,316.32	45,864.46	ISA-Chargeback	
5/23/2002	DMD	Amendment 61: DMD InspecTrac Support	ACS	31,833.60	93,195.20	ISA-Chargeback	
5/23/2002	Health/Hosp.	Amendment 62: Health & Hospital Corp. Tidemark/Justis II Data Sharing Proposal	ACS		16,978.40	ISA-Chargeback	One time charge
5/23/2002	Building Auth.	Amendment 63: IMC Building Authority Server/Network & Desktop Support	ACS	23,220.48	95,672.00	ISA-Chargeback	
5/23/2002	OCC	Amendment 64: OCC iManage Software Support	ACS	13,678.56	36,928.56	ISA-Chargeback	
5/17/2002	MCSD	Move Circuit Charge 1375 W 16th St. (MCSD)	Ameritech	805.00	805.00	ISA-Chargeback	
5/17/2002	DPR	Frame Relay Circuit 3649 Cold Springs Rd.(Major Taylor Veledrome)	Ameritech	9,477.60	25,450.30	ISA-Chargeback	
3/21/2002	Probation	Move Circuit Charge 1551 Broad Ripple Ave (Probation)	Ameritech	805.00	805.00	ISA-Chargeback	
3/7/2002	FAC	Frame Relay Circuit 4150 N. Keystone (Advocacy Center)	Ameritech	9,801.72	26,407.74	ISA-Chargeback	
2/26/2002	Probation	Frame Relay Circuit 3500 Lafayette Rd. (Probation)	Ameritech	9,801.72	26,407.74	ISA-Chargeback	
2/26/2002	MCSD	Move Circuit Charge 4075 A Lake Park Blvd.(MCSD)	Ameritech	805.00	805.00	ISA-Chargeback	
2/8/2002	ISA	Professional Services Agreement-Telephone Services	Jim Bush	15,000.00	15,000.00	ISA	
1/29/2002	City-HR	Recruit Max -Applicant tracking system	Creative Systems Solutions	41,250.00	41,250.00	Human Resources-City	

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	Notes
1/24/2002	ISA	Professional Services Agreement	Systematic Solutions	15,500.00	15,500.00	ISA	
1/14/2002	DMD	Mtrak Wireless Upgrade-DMD	Selectron	81,100.00	81,100.00	DMD	
1/10/2002	DPR	Frame Relay Circuit 6515 Delong Rd. (Indy Parks Nature Center)	Ameritech	7,161.72	15,128.44	ISA-Chargeback	

Date Approved	Dept.	Description	Vendor	Annual \$ Amount	Total \$ Amount	Funding Department or chargeback	Notes
1/23/2003	IPD	Frame Relay Circuit to 901 N Post Rd (IPD Training Academy)	Ameritech	5,040.00	10,080.00	ISA-Chargeback	
1/7/2003	DMD	Amendment # 67 DMD filenet and Indidocs subcontractor	ACS	0.00	54,000.00	ISA-Chargeback	